

Job Description

Job Details	
Job Title:	Team Secretary
Business Unit:	Generic
Department/Ward:	Generic
Location:	Trustwide
Pay Band:	Band 3
CAJE No:	ADM7633
Main Purpose of the Job	
<ul style="list-style-type: none"> • Provide comprehensive secretarial service to consultant(s) and their team. 	
Dimensions	
<ul style="list-style-type: none"> • Responsible to Lead Secretary • Act up in absence of Lead Secretary for periods of annual leave/short-term sickness absence • Provide comprehensive secretarial service to consultant(s) and their team • manage diaries, arrange/minute meetings, communication with GPs & patients • Advanced typing & transcription of clinical & non-clinical documents (OCR 3 or equivalent qualification/experience) • Support effective utilisation of OP clinic capacity • Support management of all patient journeys including target administration e.g. GP referrals, 18 week RTT, Cancer 2ww, Typed communication to GPs • Responsible for day to day running of junior doctor rota, including planning new rotations, allocating annual/ study leave, managing admin aspect of sickness episodes and sourcing locum cover when required • Support Lead Secretary with induction/training of new staff, sharing knowledge with colleagues • Resource management – ordering of supplies & equipment • Allocates work to Band 2 staff 	
Organisational Chart	
<div style="text-align: center;"> <p>Administration Manager</p> <p>Lead Secretary</p> <p>Team Secretary (This Post)</p> <p>Clerical Officer</p> </div>	

<p>1. Communications and Relationships</p> <ul style="list-style-type: none"> • Provide and receive routine information where there may be barriers to understanding. • Provide and receive sensitive information. • Establishing good levels of communication with manager(s), other admin/clerical staff, medical and nursing staff and other departments and hospitals including GP practices, patients and carers • Liaise closely with other Trusts regarding patient information and management. Establish good levels of communication / liaison with other hospitals and departments including, where appropriate, proactive utilisation of waiting lists, taking into account medical staff leave. • Responsible for ensuring that all clinical commitments (including ones held at other Trusts / Organisations) are reduced / cancelled when necessary adhering to relevant procedures and deadlines when the Consultant is absent through sickness / Annual Leave / Study Leave. • Notify relevant bodies e.g. contact centre of any consultant/nurse leave or on-call commitments to allow for reduction/cancellation of clinics in accordance with 6 week rule. • Must be able to demonstrate the English language proficiency level required for this post.
<p>2. Knowledge, Skills, Training and Experience</p> <p>Essential</p> <ul style="list-style-type: none"> • RSA 3/OCR or equivalent or relevant typing/word processing experience • IT skills in the use of Microsoft products (Word, Excel etc) + NHS strategy services i.e.Pathology / X-ray / PAS etc., • Audio typing skills • Excellent communication skills • Ability to work as part of a team • Good organisational skills • Ability to use a range of office equipment i.e. Fax, photocopier • Ability to demonstrate initiative and prioritise workload under pressure • Ability to analyse administration systems, implement change as directed and evaluate effectiveness in order to promote quality services • Exercise judgement and initiative in highly sensitive areas when problems arise by taking appropriate action to resolve the problems or referring to the appropriate person. • Be self-motivated and able to work with limited or without supervision within the Business Unit. • Ability to Multi-tas • Exercise sensitivity and tact when dealing directly with patients / family members particularly when dealing with highly emotional issues - analysing and resolving any problems • Have an awareness of need for confidentiality in accordance with both the Data Protection Act and national / local guidelines • Significant experience undertaking secretarial duties <p>Desirable</p> <ul style="list-style-type: none"> • Medical Secretary Training • GCSE English Language grade C or above or equivalent qualification • AMSPAR Diploma (or equivalent experience) • ECDL / advanced ECDL • Knowledge of Medical Terminology & procedures • Experience in working in NHS

3. Analytical Skills
<ul style="list-style-type: none"> • Judgements involving facts or situations, some may require analysis. • Monitoring own workload & prioritising tasks • Co-ordinating clinic capacity & patient journeys • Diary management
4. Planning & Organisational Skills
<ul style="list-style-type: none"> • Plan and organise straight forward tasks, some ongoing. • Manage diaries, arrange/minute meetings, book appointments • Cancel/re-arrange clinical activities in line with medical staff leave/on-call dates • Monitor workload and prioritise tasks • Book diagnostic tests for patients, ensuring results are chased up promptly to ensure patient safety
5. Physical Skills
<ul style="list-style-type: none"> • Developed physical Skills, advanced keyboard use • Advanced keyboard skills, text and word processing data, VDU use for a substantial proportion of working time • Uses appropriate equipment to transfer bulky notes when required in line with Health & Safety guidelines • The post holder should be aware of and observe all requirements relating to Health & Safety procedures set out by Northumbria Healthcare NHS Trust. • Identify need for (and where appropriate expedite) maintenance work
6. Patient/Client care
<ul style="list-style-type: none"> • Assists patients/clients with non clinical advice and information. • First point of contact and subsequent contact for written and telephone enquiries from patients / carers on behalf of the Consultant and their team • Direct contact with patients / carers when they have formal meetings with the Consultant or Nurse
7. Policy & Service Development
<ul style="list-style-type: none"> • Follows policies in own role, may be required to comment on or propose changes to own area of practice • The post holder will be expected, following appropriate consultation and training, to embrace wholeheartedly any such changes in working practices. • Adhere to and implement all Trust policies & procedures • Suggest improvements to local policies or procedures to maintain an effective and efficient service • Develop office systems with the team to improve efficiency

8. Financial & Physical Resources
<ul style="list-style-type: none"> Assists in maintaining stock in own area Ordering and receipt of general office stationery and equipment for self and Consultant Team and maintaining stock control Responsible for safe use of equipment and for security of office
9. Human Resources
<ul style="list-style-type: none"> Demonstrates own areas of responsibility to new staff or less experienced staff. Will have delegated responsibility for day to day supervision of staff in absence of team secretary <p>Support Manager(s) with:</p> <ul style="list-style-type: none"> Induction and supervision of new staff within the team Training of secretaries and clerical officers when required Allocation of work to support / relief staff Implementing existing and new policies and procedures within the Business Unit National or local initiatives e.g. data quality targets Workload management to achieve Trust targets
10. Information Resources
<ul style="list-style-type: none"> Data entry, text processing, storage of data. Collation of appropriate data, health records for clinical audit purposes and produce audit information for staff within the Business Unit When required assist with the investigation and compilation of responses to complaints within optimum deadlines Provide accurate information in relation to any waiting list query about their Consultant's waiting lists either local or Trust wide You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)
11. Research & Development
<ul style="list-style-type: none"> Audits for won area of work Completes staff survey annually as required Produces audit/research reports as and when delegated
12. Freedom to Act
<ul style="list-style-type: none"> Clearly defined occupational policies, work is managed rather than supervised Works unsupervised with support of Lead Secretary if required Liaising with Manager regarding any flexi time arrangements within the office Preparation / updating of administrative systems as directed

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Infection Control:

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

Health and Safety:

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

Patient, Carer & Public Involvement:

Managers have a duty to ensure that the principles of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensures that patients are the focus of everything we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

Safeguarding:

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

Environment and Sustainability:

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.

Appendix 1

NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.

Effort and Environment:

Physical

- Advanced keyboard skills, text and word processing data, VDU use for a substantial proportion of working time
- Uses appropriate equipment to transfer bulky notes when required in line with Health & Safety guidelines
- The post holder should be aware of and observe all requirements relating to Health & Safety procedures set out by Northumbria Healthcare NHS Trust.
- Identify need for (and where appropriate expedite) maintenance work

Mental

- Concentration is required when transcribing, typing a tape, complicated document and all other administrative duties
- There are frequent interruptions

Emotional

- Exposure to distressing and emotional circumstances which requires experience, maturity and tact

Working Conditions

- Exposure to unpleasant working conditions / hazards are rare. Requirement to use VDU more or less continuously with appropriate breaks as per Health & Safety guidelines

Appendix 2

Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations	X	
3.	Dust, Dirt, Smells		X
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		X
5.	Patient Contact	X	
6.	Babies/Children Contact		X
7.	Food handling / Preparation		X
8.	Driving		X
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise	X	
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		X
14.	Excessive Cold		X
15.	Excessive Heat		X
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres		X
20.	Confined Spaces	X	
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts	X	
23.	Shift work		X
24.	Use of latex products		X
25.	Physical violence / aggression	X	
26.	Employment of young people		X
27.	Any other hazards please specify		X
28.	Other	X	

If any hazard is identified above please give details below.

2	Moving & handling of health records
5	In person and over telephone
10	Uses VDU constantly

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patient's open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

Person Specification

Job Title:	Team Secretary	
Department:	Generic	
Location:	Trustwide	
Specification	Essential	Desirable
Qualifications / Professional Registration	<ul style="list-style-type: none"> RSA 3/OCR or equivalent or relevant typing/word processing experience 	<ul style="list-style-type: none"> ECDL / advanced ECDL GCSE English Language grade C or above or equivalent qualification AMSPAR Diploma (or equivalent experience) Knowledge of Medical Terminology & procedures
Experience and knowledge	<ul style="list-style-type: none"> IT skills in the use of Microsoft products (Word, Excel etc) + NHS strategy services i.e. Pathology / X-ray / PAS etc., Audio typing skills 	<ul style="list-style-type: none"> Medical Secretary Training
Skills and abilities	<ul style="list-style-type: none"> Ability to use a range of office equipment i.e. Fax, photocopier Ability to analyse administration systems, implement change as directed and evaluate effectiveness in order to promote quality services Exercise judgments and initiative in highly sensitive areas when problems arise by taking appropriate action to resolve the problems or referring to the appropriate person Must be able to demonstrate the English language proficiency level required for this post 	<ul style="list-style-type: none"> Experience in working in NHS

Personal attributes	<ul style="list-style-type: none"> • Excellent communication skills • Ability to work as part of a team • Good organisational skills • Ability to demonstrate initiative and prioritise workload under pressure • Be self-motivated and able to work with limited or without supervision within the Business Unit. • Ability to Multi-task • Exercise sensitivity and tact when dealing directly with patients / family members particularly when dealing with highly emotional issues - analysing and resolving any problems 	<ul style="list-style-type: none"> • Have an awareness of need for confidentiality in accordance with both the Data Protection Act and national / local guidelines
Other requirements	<ul style="list-style-type: none"> • Diplomatic • Confidential • Able to exercise sensitivity when dealing directly with patients/family 	